

## Complaints Service Standards

### Our promise to you

We are committed to providing excellent customer service, so that every time you contact us you have a good experience. Our Complaints standard sets out what you can expect from us when you make a complaint to Homes Plus.

#### We will:

- ♦ Log and acknowledge your complaint within **five working days**. This is the maximum time it will take between making your complaint and hearing back from us. We will respond sooner, if we can.
- ♦ Aim to respond to your stage one complaint within **10 working days** of acknowledgement.
- ♦ You can ask us to review your complaint if you are not happy with the response you receive. We will review your complaint and respond to you within **20 working days** of your request.
- ♦ Handle complaints fairly and sensitively, in line with our complaints policy and provide a full honest response.
- ♦ Work with you to try and reach a suitable remedy to your complaint.
- ♦ Inform you of your right to contact the Housing Ombudsman at any time throughout the complaints process, as well as your right to have a complaint investigated by them. We will also provide details of how to contact them.
- ♦ Comply with any request for information made by the Housing Ombudsman.
- ♦ Learn from complaints and use them to improve our services.
- ♦ Provide updates to the Homes board to enable them to monitor the issues giving rise to complaints and how we have responded to them.

## Step by step guide to making a complaint

### How to make a complaint

- ♦ You can make a complaint by email, post, online chat, online customer portals and forms or by phone. You can also make a complaint in person by visiting one of our offices.
- ♦ If you need help to make a complaint, we can provide assistance or direct you to other sources of support.
- ♦ You may ask a friend or somebody else to raise a complaint on your behalf. If someone else complains on your behalf, we will confirm that you are happy with that and that it reflects your concerns accurately. We will provide the response in a mutually agreed format.
- ♦ When making your complaint, please provide as much detail as possible about what has gone wrong, including when it happened, who was affected and how they were impacted. Please remember to provide your name, address and contact details. We are happy to help you with this, if you need us to.
- ♦ Tell us what you want us to do to put things right.

- ◆ When we receive your complaint, we will review all information provided. We will contact you if we need any further clarification of anything.
- ◆ When an investigator is assigned, they might contact you to get a better understanding of the complaint.
- ◆ We will normally respond in writing – by letter or email – unless you have told us that you prefer us to respond in some other manner. We will let you know if this will be longer than the 10 working days.

## Requesting a review

- ◆ When you receive our response, if you are dissatisfied, you can ask that the complaint be escalated to stage 2 which will then be reviewed by a senior manager.
- ◆ When asking for a review at stage 2 please let us know why you were not happy with the response provided and how you would like us to resolve the complaint.
- ◆ A senior officer will contact you to discuss the complaint and acknowledge your complaint in writing within five working days.
- ◆ We will carry out an investigation and will provide a written response to your complaint within **20 working days**. We will let you know if this will be longer than the 20 working days.

## Housing Ombudsman

- ◆ If you remain dissatisfied after your complaint has been reviewed by a senior manager, we will inform you how you can take this further and provide details of how to contact the Housing Ombudsman.
- ◆ If your complaint falls within the remit of the Housing Ombudsman service, you can refer to that service at any time during the complaints process.
- ◆ You may wish to make your complaint through your local Councillor or MP.

## Contact details

### Housing Ombudsman

Housing Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9GE

**Tel:** 0300 111 3000

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Online form:** [www.housingombudsman.org.uk/contact-us](http://www.housingombudsman.org.uk/contact-us)

### Contact us

You can contact the complaints team for further advice and support about your complaint and any questions you may have about our complaints policy.

**Tel:** 0800 048 8955

**Email:** [feedback@housingplusgroup.co.uk](mailto:feedback@housingplusgroup.co.uk)

**Website:** [www.homesplus.co.uk/contact-us/how-to-make-a-complaint-and-provide-feedback/](http://www.homesplus.co.uk/contact-us/how-to-make-a-complaint-and-provide-feedback/)

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